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ABSTRACT

This paper reports on a survey of library membership and circulation figures from seven Tanzanian regional libraries over a 4-year period which was undertaken to evaluate the performance of the Tanzanian Library Service in its capacity as a national network providing free library service, promoting education as a lifelong process, and supporting literacy and adult education programs for the Tanzanian populace. Standards for the measurement of library performance are outlined with respect to the utility of library facilities, the availability of library materials, and the variables affecting the quality of user services. Results of the survey are presented, with an emphasis on the reasons given by the libraries surveyed for the decline in library issues over the period studied. A series of suggestions for the reversal of the declining trend in library use made by the survey respondents is then reviewed. A summary of the survey results in relation to the Tanzanian library environment closes the report. A reference list and set of data tables accompany the text. (JL)

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TANZANIA LIBRARY SERVICE

OCCASIONAL PAPER NO. 5

AN INVESTIGATION INTO THE NATURE, TREND AND IMPLICATIONS OF 1973 - 1976 LIBRARY ISSUED DECLINE.

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by

C. G. Mung'ong'o

NATIONAL CENTRAL LIBRARY

SEPTEMBER 1978 DAR ES SALAAM

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An investigation into the nature, trend and implications of the 1973 - 1976 TLS issue decline.

By C.G.M. Mung'ong'o, Dip. Lib.

"National Libraries will certainly continue to play a significant cultural and educational role in the societies in which they exist. The question for the future is whether the role will be central or subsidiary; whether active or passive; whether progressive or vestigial. Can national libraries really meet the information needs of their condituents? Can they adapt to changes in needs and to changes in technologies? In some instances the changes may be forced up them from the outside if they do not change themselves; in some instances they will be by-passed as other institutions are established to satisfy current needs; in many instances, hopefully, the national libraries will be the initiators of changes and will anticipate both needs and solutions." (1)

In March, 1975 the new Tanzania Library Service Board Act was officially passed in the Tanzanian Parliament with the objective of reorganizing the TLS Boari so that it could absorb the wider functions not only in relation to library Services but also in relation to documentation services, training of librarians, control and supervision over public libraries, promotion of literacy campaigns, stimulation of public interest in Tanzanian literature, promotion and development of indigenous literature and other allied functions in relation to libraries and literature. (2) Since then the trend in Tanzania Library Service has been towards a unified service insofar as library and documentation services have been concerned. While this is not a new feature in the library world (as it is a world wide feature that has been advocated and encouraged by UNESCO ever since 1974 in form of the NATIS concept) it has still been frowned upon by various professionals at home as Machiavellian and absolutist in nature. (3) But what have been the factors that have put TLS in this direction? Have the changes been forced upon us from the outside, or have the changes in needs of the constituents and changing technologies at home dictated this move? Among the reasons given for the enactment of the TLS Act 1975 were:

(a) Need for efficient use of resources

(b) Need for accomodation of new and revolutionary ideas and experimentation

(c) need to specify categories of libraries to be under Boards jurisdiction

(d) need for coordinated and improved library and information services for development

(e) need to take advantage of global advances in library and information science. (4)

But how seriously have these needs manifested themselves on the general performance of TLS as to necessitate such revolutionary and "sweeping" steps?

In an attempt to find answers to these and other question related to them this author carried out in May - October, 1977, a sample survey of library issue figures for the period 1972/73 to 1975/76 in ten selected Regional Libraries. The survey was aimed at providing a general picture of the effectiveness of the performance of TLS through the four-year period in its capacity as a National Library aiming at providing "a free library service to the entire literate community so as to promote education as a life-long process and encourage the development of reading habits by supporting literacy and other adult education programmes." (5) This paper, then provides a summary of the findings of this survey while pointing out their salient implications and relevances to the current and future developments of TLS.

Library Performance Measurement Methodology.

The objective of TLS as illustrated above is by nature ultimate in the sense that it is a desired end towards which the organization contributes all its resources. As such its measurement has to involve, first and foremost, the development of adequate measurement criteria for the specific functions obtaining in the library; in this case in its capacity as a repository, educational and recreational institution. Secondly, these tripartite functions have to be broken down to their various aspects so that each aspect can be examined separately. (See Fig. 1 below). The total product would finally determine the proper standards of the service.

Various library measurement standards have been and are currently being developed and adopted in the library world. But the most early and now widely used are those developed by the American Library Association and the State Education Department of the University of the State of New York as minimum standards for Public Libraries in New York. (6) The standards developed by the ALA include measurement criteria for lending service, book and miscellaneous stock, personnel, salaries, and financial data. The ALA uses these standards to compile statistical data based on returns from various libraries in the US and Canada. However, those developed by the State Education Department are more comprehensive employing a greater number of criteria and setting separate standards for each population class in the cities of New York. (7)

For our purpose, however, these standards can reasonably be used in the determination of the following three functional aspects of TLS: utility of facilities, materials availability and user services.

Facilities utility.

Two functional aspects here are susceptible to measurement. These are Membership Registration and Materials Circulation within and out of the library.

Membership Registration indicates the number of patrons privileged to borrow books from the library. As such its analysis helps us in answering questions related to the general trend of reading habits of our users. For instance, by looking through the registration file we can know what groups are heavy readers and why; what groups make little use of the library and why; or what types of library facilities may be of interest to a given group. It should be observed here, nevertheless, that the total number of registered readers is not synonymous with the number of active members. The two should not be confused. Our experience has shown that many of our readers register themselves up when there is an examination threat looming up in the horizon. When the threat passes the patrons fade away simultaneously. For example, in 1976/77 Iringa Library alone had to cancel out about 4,000 redundant members, i.e. about 49% of the total membership registered within the last four years!

Materials circulation can, on the other hand be considered variously, as circulation per capita, circulation per borrower, percentage of a groups circulation (e.g. children) to the total, percentage of type's circulation (e.g. non-fiction) to the total circulation, et cetera. But it must be noted here that gross and per capita circulation figures can only be rough measures of the actual quality of circulation. They are not to be solely relied upon when quality is the prime factor sought; as likelihood of quantity being confused for quality is great. Content value here can best be ascertained by looking at the direction in which the community is developing as influenced by the books read.

Materials availability

The basic measuring instruments used in the evaluation of collection are the Standard Lists/ Catalogues. Properly used these tools can facilitate and understanding of items not owned, items owned but not available, and items owned and available. The items in these lists are normally objectively selected for equal application in all libraries within a system. They are especially useful in testing the quality of a library's non-fiction stock. (8) Comparison of the prevalent stock with these lists will bring up the percentage of titles in stock and show gaps that may in

turn influence the direction of future acquisition policy. It is interesting to note that TLS is in the process of compiling one such list based on the Tabora stock. (9).

It should be pointed out, however, that these lists are not as fool proof as they might seem to be. For like all instruments of man they are not without their peculiar faults. One weakness that can be pointed outright is the fact that the lists thus compiled normally represent only an arbitrary selection of titles based on a consensus of only a few librarians and experts on the content value of such books. And as all books are not of equal value these lists may not necessarily be impeccable. On the other hand, while they usually have much to say on the volumes represented they have little to say on the titles omitted - some of which might even be far better than those listed. The lists are thus only useful to the point that they enable the estimation of the strength of a collection to the degree that the collection approximates the list; not more than that. Nevertheless, the bigger the list with a general consensus of many experts on the most valuable books on a given subject the better.

The second and most serious weakness is the one raised by the question of relevance. In all its comprehensiveness the Standard Catalog for Public libraries, for example, can hardly hope to be relevant to any other library system except the American. Therefore where necessity entails that checklists be chosen for use the question of their relevance to the particular community served by a given library should be paramount. It would be taking principles to ridiculous proportions, for instance, for one to use the ALA Catalog as basis for the evaluation of one's non-fiction stock in a TLS service point:

User Services.

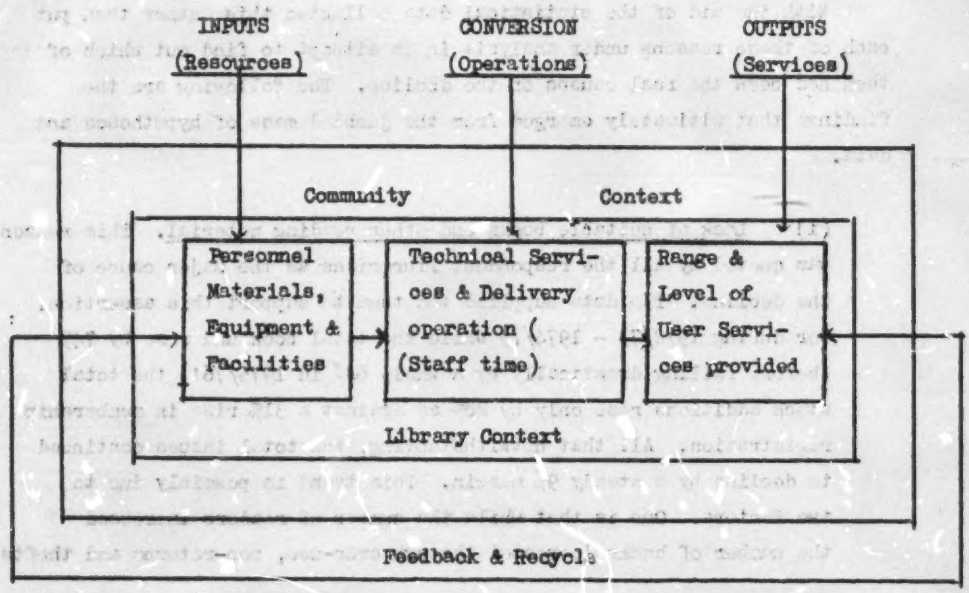
The measurement for user satisfaction with the library is a difficult venture indeed, as it involves all the measurement complexities of sociological and psychological processes. For instance, one user stating "I 'm satisfied by the Library" records simply that particular user's satisfaction in such a subjective way that it cannot be taken to record the general adequacy or inadequacy of the library resources. There are, nonetheless, two aspects here that can give sound user measurement results if properly analysed:

(i) Request quotient. This will be obtained by calculating the number of requests and inquiries satisfied by the library as a percentage of those made to the said library. If, let us say, a library finds out that of all the requests made within a given period 75% were satisfied then it will know that its services and resources are at

least adequate. If, however, out of the total number of requests made not even a half were satisfied, then the library should realize that there is definitely something wrong with its services. It should be noted, nevertheless, that this method considers only requests actually made by our patrons and recorded; it does not take into account those requests not made and thus not recorded at all. And as we all know there is a good sector of our readers who simply walk into the library stacks and browse. Not finding what they require simply walk out again exclaiming, "The library has no books!" They do not bother seeking for professional help, and hence their inquiries are never recorded.

(ii) Staff cost ratio. This can be realized by costing the professional staff time spent in the consumption of the services and compairing the outcome with the total operational costs. The resultant ratio will lead to an understanding of the cost rate of the service in terms of staff requirements and efficiency. It should be observed, however, that a high unit figure of expenditure on staff should not necessarily represent a high quality service. It may even indicate extravagance in the form of overstaffing or inefficient operations. A low figure, on the other hand, may represent a relatively efficient service contrary to the expected paucity in the specialised services of trained staff, reference facilities, purchase of new material, et cetera. Data on unit expenditure must thus be interpreted in view of the total amount and quality of the services offered.

Fig. 1: Systems analysis methodology model. (10)



Results of a Four - Year Survey

Of the ten questionnaires sent to ten Regional Libraries already operating by 1972 requesting them to comment on the trend of their library issues for the years 1972/73 - 1975/76 seven were returned.(11) All respondent libraries had experienced a decline. Though Cumulatively the decline of approximately 9% started in 1973/74 individual libraries experienced it variously during the lasttwo years, 1974/75 and 1975/76, with a marked concentration during 1975/76. (See Appendix 1). The pattern of the decline was irregular with Non-Fiction, Fiction, Junior and Swahili offected in that order. Gujerat issue was the least affected. The size of the decline also varied, ranging from 26% for Tanga to 12% for Education libraries Department in Dar es Salaam. (12)

Seven reasons were advanced by the seven respondent librarians as possible causes for the decline. All reasons were subjective; no prior research had been made. The reasons quoted were in the following order:

(i) Lack of suitable books and other reading material

(ii) Lack of publicity

(iii) Marked departure of Asian and European communities who used the library most.

(iv) Lack of reading habit in the majority of our indigenous literate community.

(v) Marked decline of people's reading interest

(vii) Difficult transportation

With the aid of the statistical data collected this author then put each of these reasons under analysis in an attempt to find out which of them had been the real causes of the decline. The following are the findings that ultimately emerged from the jumbled mass of hypotheses and data.

(i) Lack of suitable books and other reading material. This reason was quoted by all the respondent librarians as the major cause of the decline. The data supplied too tend to support this assertion. For during 1972/73 - 1974/75 while the total bookfund rose by 74% (before falling drastically by a whole 84% in 1975/76!) the total stock additions rose only by 28% as against a 31% rise in membership registration. All that notwithstanding, the total issues continued to decline by a steady 9% margin. This trend is possibly due to two factors. One is that while the number of readers increased the number of books decreased through over-use, non-returns and thefts.

In 1973/74 alone, for instance, the total stock withdrawals rose by about 46% reducing more than a half of the annual additions thereof the more replacements. Secondly, even with the remaining half there is no evidence to show that they were at all relevant circulation material. As Ndugu Ilomo notes, "Book selected from overseas publisher's catalogues are plentiful but it is not possible to get advance copies for examination. As a result some of the books ordered turn out to be useless on arrival." (13) Figure 2 below illustrated the fact that increase the issue as well. Though it seems more reasonable to content that a fall in the former will necessarily lead to a fall in the latter, other factors notwithstanding.

(ii) Lack of Publicity. This reason was advanced by three of the respondent librarians as the second major cause of the fall in issues. It may be valid to argue that not all materials stocked in our libraries during this time were property utilised due principally to our readers' unawareness of their existence. Given the textbook oriented reading habit prevalent in the majority of our non-fiction readers the argument appears to bear a ring of truth. But due to lack of statistical evidence this argument can only be surmised, so much so that the major role conferred on it appears doubtful. There is need for further research on this point.

(iii) Marked departure of the Asian and European Communities. Two respondent librarians advanced this reason as the third cause of the decline. Although exact data to support this contention could not be obtained a careful look at the trend of circulation figures in Appendix I helped us ascertain the validity of this argument. First of all, there is no doubt at all that the Asian and European communities have been for a long time the best exploiters of our Gujerat, Adult Fiction and Junior stock. It must follow then that their mass exodus after the Government's private buildings nationalization programme of 1971/72 must have had an effect in our circulation figures in these three categories of our stock. Let us then look at the real situation.

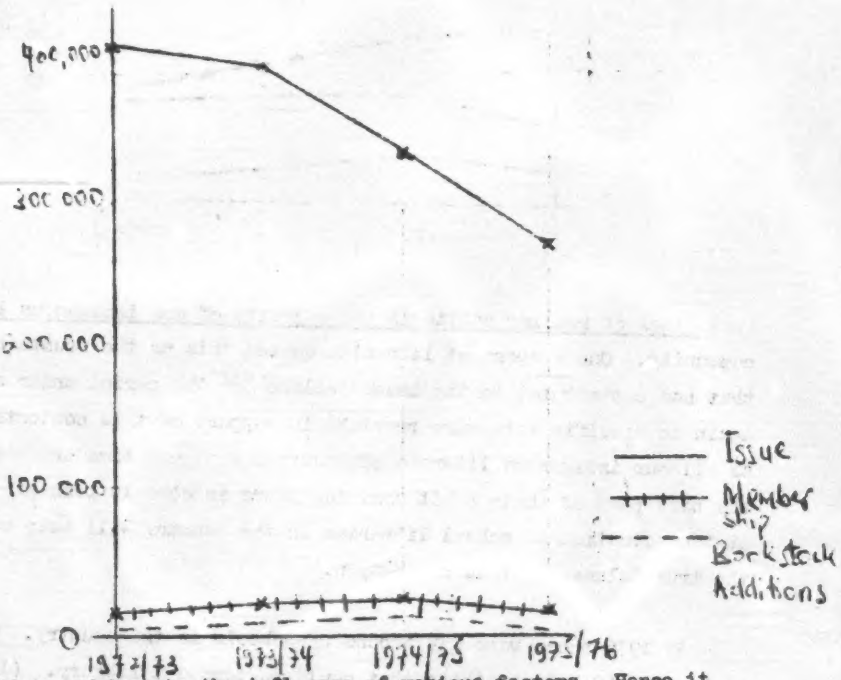
Starting with Gujerat the issue, as illustrated by Fig. 3 below, appears to have risen by a dramatic 16% in 1973/74 and to have dropped suddenly by 11% in 1974/75. After that it settles to a steady 3% decline. Adult Fiction, on its part, started in 1973/74 with a fall of a mere 3%, but all of a sudden it managed to plunge down by a whole 14% in 1974/75. This latter trend is also witnessed in the junior issue during the same period. While this issue started with an 11% decline in 1973/74 it iroped suddenly by a whole 18% in 1974/75.

Now this dramatic decline in these categories of books in 1974/75

can be explained by various factors; one of them being lack of adequate new additions. For only 98 books were added that year against a total withdrawal of 595 books. Yet one would expect that as the situation in additions improves in 1975/76 there would be a marked change towards the better. But that is not the case. Despite the addition of a whole 1,578 books (as against 614 books withdrawn) the situation hardly improves. Apparently there were other reasons for this issue fluctuation than mere stock additions and withdrawals. And to understand this point we have to seek recourse into our Membership Registration records.

According to Appendix II membership cancellations in 1972/73 stood up at 6,495. But then they suddenly rose up to 7,200 in 1973/74 before falling down to 6,060 in 1974/75. Now this sudden rise in cancellations in 1973/74 could not be itself mean very much;

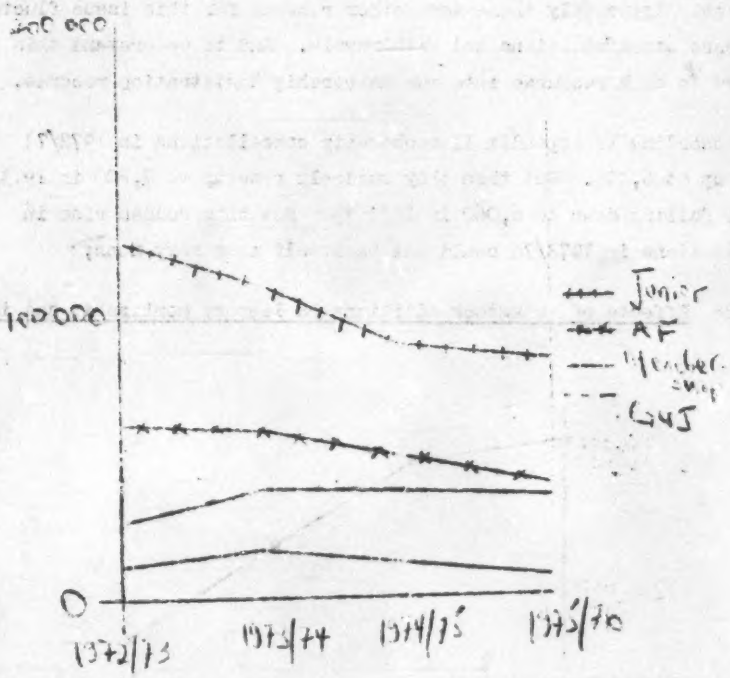
Fig. 2: Effects of bookstock additions on library membership and issue.



as it could be subject to the influence of various factors. Hence it would be very difficult for us in the absence of futher evidence to say with certainty that this increase was due to the departure of the said communities. However, taking into consideration the historical fact that this was the period much of the Asian community, especially, were leaving the country due to worries brought about by the nationalization programme cited above and emphasized by the clandestine operations against them by Iddi Amin in Uganda it is not unreasonable to infer that, though not the sole reason for the rise in membership cancellations,

the exodus contributed significantly to the rise. And being the most active members of our libraries their departure would certainly play a major role in our issue decline.

Fig. 3: Effect of Asian and European communities on issue



(iv) Lack of reading habits in the majority of our indigenous literate community. One respondent librarian quoted this as the fourth reason that had contributed to the issue decline for the period under study. Again no specific data were provided in support of this contention. But as all our indigenous literate community has at one time or other spent the best part of their habit moulding years in schools perhaps look at the situation of school libraries in the country will help us prove the truthfulness of this contention.

By 1975 there were 139 secondary schools in the country. Out of these only 60 had something that could be termed a library. (14) Of these 26 were served by our Schools' Mobile library.

The purpose of these libraries were threefold:

(a) to participate effectively in the school curriculum,

(b) to develop in pupils the ability of individual research,

(c) to encourage the development of reading habits (15).

How far these libraries have managed to function in fulfilment of the above objectives can best be realized by looking at their current state of operation. In their analysis of the actual situation of school libraries in this country Ndugu Kaungamno and Ndugu Nyalusi have found out tha that there is evidence in most schools of unbalanced curricula, and lack of support and appreciation by the educational authorities and students alike for these libraries. Consequently, these libraries have suffered the acute problems of lack of funds, inadequate stocks and staff, tight examination oriented time-tables that leave no room for library use, and where school libraries have had the facilities of our schools' Mobile Library students have frequently been given limited accessibility to books in fear of loss. (16)

Table 1 illustrates the best made of the Mobile Library books for one month in three schools. Certainly, the average of 13 books per day can hardly be expected to make these libraries participate effectively in the schools' curricula and at the same time develop the students' reading habit and ability for individual research. It is only logical then that in their adult years these students should come to the library only when the spectre of an examination is threatening in the horizon. Otherwise, football pitches and noisy beerhalls are naturally more livelier and more welcoming places. Thus to say that the reading habit of most of our so-called literate community leaves much to be desired is obviously an under statement. So much so that with the departure of the majority of the Asian and European communities our libraries should have suffered a considerably adverse issue decline.

.../11..

Table 1: Comperative library issue in 3 schools in one month.

Msalato Sec. School					Ifunda Tech. Sec. School					St. Peter's Seminary				
Date	F	NF	SWAH	TOTAL	DATE	F	NF	SWAH	TOTAL	DATE	F	NF	SW	TOTAL
1.9.73	-	2	-	2	1.11.76	-	-	-	-	1.2.75	-	-	-	-
2.9.73	-	-	-	-	2.11.76	3	16	-	19	2.2.75	-	-	-	-
3.9.73	5	16	3	24	3.11.76	2	13	4	16	3.2.75	8	2	2	12
4.9.73	18	12	2	32	4.11.76	1	11	1	13	4.2.75	9	9	4	22
5.9.73	3	2	-	5	5.11.76	-	11	-	11	5.2.75	-	-	-	-
6.9.73	9	4	5	18	6.11.76	-	-	-	-	6.2.75	-	-	-	-
7.9.73	4	3	-	7	7.11.76	-	-	-	-	7.2.75	20	7	1	28
8.9.73	3	-	1	4	8.11.76	-	-	-	-	8.2.75	-	-	-	-
9.9.73	-	-	-	-	9.11.76	-	-	-	-	9.2.75	-	-	-	-
10.9.73	7	6	3	16	10.11.76	-	-	-	-	10.2.75	9	7	1	17
11.9.73	8	8	1	17	11.11.76	-	-	-	-	11.2.75	17	8	4	29
12.9.73	1	2	1	4	12.11.76	-	8	-	8	12.2.75	-	-	-	-
13.9.73	4	11	2	17	13.11.76	-	-	-	-	13.2.75	12	11	7	30
14.9.73	5	2	6	12	14.11.76	-	-	-	-	14.2.75	5	4	1	10
15.9.73	2	7	1	10	15.11.76	-	15	1	16	15.2.75	-	-	-	-
16.9.73	-	-	-	-	16.11.76	-	12	2	14	16.2.75	7	8	1	16
17.9.73	2	8	2	12	17.11.76	-	-	-	-	17.2.75	16	11	5	32
18.9.73	9	9	1	19	18.11.76	1	21	-	22	18.2.75	9	11	1	21
19.9.73	12	10	5	27	19.11.76	-	2	-	2	19.2.75	-	-	-	-
20.9.73	3	12	5	20	20.11.76	-	-	-	-	20.2.75	10	8	5	23
21.9.73	-	-	-	-	21.11.76	-	-	-	-	21.2.75	5	2	1	8
22.9.73	5	5	1	11	22.11.76	6	4	4	14	22.2.75	-	-	-	-
23.9.73	-	-	7	7	23.11.76	-	-	1	1	23.2.75	-	-	-	-
24.9.73	3	7	-	10	24.11.76	-	-	-	-	24.2.75	10	6	2	18
25.9.73	5	10	4	19	25.11.76	-	-	-	-	25.2.75	7	10	1	18
26.9.73	2	-	7	9	26.11.76	-	-	-	-	26.2.75	-	-	-	-
27.9.73	-	-	-	-	27.11.76	-	-	-	-	27.2.75	-	-	-	-
28.9.73	-	6	-	6	28.11.76	-	-	-	-	28.2.75	-	2	5	7
29.9.73	1	6	1	8	29.11.76	-	-	-	-					
30.9.73	-	-	-	-	30.11.76	-	-	-	-					
TOTAL	115	162	52	329	TOTAL	13	113	10	136	TOTAL	144	106	31	291

(v) Marked decline of people's reading interest. Again only one respondent librarian advanced this point as one of the reasons that had influenced the decline of his library's issue through the period under survey. Though it can legitimately be argued that due to lack of suitable loan material (a factor already seen as a major factor in the library issue decline question)

many of our readers could not get the service they needed and deserved, and could in this way have lost faith in our libraries it is difficult to prove this contention statistically, as it entails a tangled search into psychological and sociological factors of our readers' community. This is beyond the scope of the present survey. For the time being, however, the data we have seems to contradict this view. Looking at Table 2 below, for example, it will be realized that though 1975/76 was the worst year even we managed to satisfy 77% of all the requests made by our readers. Certainly, this is not a performance that would likely dishearten even those of our readers with no more than an ordinary reading interest. There is, of course, the case of increased incidence of membership cancellations, especially in 1973/74. But this can hardly be expected to prove that the incidence was due to decrease in reading interests. There could be other factors that influenced this trend, among them being the already mentioned departure of Asians during 1972/74. The are also possible sociological factors of increased working time due to increased cost of living, overindulgence in beer drinking and other such pleasurable pursuits that might have left no room for reading, et cetera. Otherwise, how do we explain the rise in membership registration at about the same period?

Table 2: Requests received and satisfied, 1972/73 - 1975/76

Year	Requests Received	Requests Satisfied	Percentage
1972/73	3,791	2,209	58
1973/74	8,152	6,527	80
1974/75	6,223	4,227	68
1975/76	3,053	2,353	77
TOTAL	21,219	15,316	72

(vi) Development of village libraries under the Adult Education Programme. Competition from village libraries that had found rapid prolifiration under the Adult Education Department of the Ministry of National Education was given as one of the reasons that had influenced the decline. Since its establishment in 1970 the programme is currently estimated to have about 2000 such libraries in the country supporting adult education and functional literacy campaigns. Due to lack of proper statistical data it is, however, difficult at this juncture to measure the effectiveness of the services offered by these libraries.

..15\... All the same, even if the services of these libraries were to be measured it would still be doubtful whether a good village library would substitute rather than complement public library use. Incidentally, Iringa Regional Library is currently supplying 12 such libraries with a total of 2,548 books, and requests for more books are pouring in from other villages.

(vii) Difficult transportation. One respondent librarian offered this reason as one of the causes that had influenced the issue decline. The respondent's library though had no motor vehicle in its history. At a national level, however, it can be argued that the breakdown of the four Mobile Library vans operating in the regions of Kagera, Mtwara, Mwanza and Tanga up to 1974/75 had some influence in the decline in the said libraries. But it has been difficult for us to put this reason under analysis in the absence of proper statistical data. All the same, it is doubtful whether the effects of this breakdown could have been of the continuance witnessed in Appendix 1.

What is to be done

..15\... Asked to comment on what they thought should be done to rectify the prevailing situation the respondent librarians gave out the following possible remedies which are hereby given in a summary form.

First of all, as lack of adequate and relevant bookstock was seen as the main cause of our issue decline the tackling of this problem was said to be of prime importance. This, they said, could be done through the following stages:

(a) By purchase and timely processing of all relevant books and other reading materials. This meant, they said, that librarians had to acquire a new awareness of their societies so that they could be in a position to assess with accuracy not only the short-term needs of those communities but the long term requirements as well. Moreover, the processing systems currently under use had to be redesigned so as to facilitate expeditious preparation of the stock thus acquired. It is interesting to note, in parenthesis, that the Acquisitions Department in TLS has already realized the importance of this second point and are in the process of decentralizing the preparation of all Kiswahili books to the regions. This is a commendable move, as it will bring these books to be processed nearer to where priorities can so easily and accurately be ascertained.

..15\...

(b) By embarking on an extensive translation programme so as to be able to cater for the hitherto underprivileged peasant majority with some of

.../14..

the best and progressive literatures the world has produced. It was argued that with an average of slightly over 100 Kiswahili titles produced annually by the local publishers we could hardly expect to satisfy the ever growing demands of our Kiswahili readers. Efforts have been made so far by TLS in this respect by the publication of W.E. Smith's Nyerere of Tanzania (1971,(1973) in Kiswahili. It was hoped that these efforts would be stepped up with due emphasis on Adult Education follow-up materials and children's literature.

(c) By working out means of boosting local authorship. Together with providing our readers with the world's greatest literatures in translation, the respondent librarians urged, we should at the same time devise ways of discovering and encouraging our own local authorship. It was discouraging to realize that of a country with a population of about 15 million which had an estimated illiteracy of only 39% and only 50 or so published authors by 1973. (17) Steps to be taken in this case were mostly similar to those recommended by Ndugu Ilomo when tackling the question of books and Ujamaa in the Tanzanian context. But they also added that as far as far as encouragements to these authors was concerned the question of establishment of an award to acknowledge the author or work of the year be considered. As so far no institution had shown signs of concern about the literary barrenness of this country it seemed TLS had to show an initiative and lead the way as ampowered by the TLS Act, 1975.

(d) By minimisation of theft, non-return and other such losses of valuable bookstock. Though there was little statistical evidence to prove this, there was no doubt at all to the respondent librarians that a great percentage of our best stock get lost through thefts and non-return that are practiced mostly by our patrons whose readership is always examination oriented. (18) Bibliophiles seem to have had little or no hand at all here! It was argued that unless we devised a system that would ensure that all books loaned are returned when due, or paid for in case they are lost, and that thefts and deliberate destruction of these books from and within the library are reduced to the minimum all the remedies suggested above would prove futile. So much for that.

Secondly, though no statistical evidence could be advanced it was argued by a good number of the respondent librarians that many people were not aware of the services and materials offered by TLS. As a result they could not utilize them as expected. They suggested thus that a proper publicity programme with well designed reservation and interloan systems be devised to make sure that the public we intend to serve is well aware of what we have in stock and that control and efficiency is exercised to the maximum over the supply of each request made. It is interesting then to note here that TLS has already begun devising just such a programme centered on TANDOC and involving five categories of information services to individual patrons, government departments and institutions. (19)

Thirdly and lastly, it was suggested that the situation of school libraries in the country (which is far from being satisfactory) should be improved and the use of these libraries as teaching tools be fostered. The librarians who submitted this suggestion argued, as it has already been seen, that as most of our literate community lack the reading habit expected of them it was our duty to inculcate and develop this habit in the young at school by improving the state of school libraries and encouraging the teachers to introduce them in their curricula as teaching aids.

Summary and conclusions

To undertake a comprehensive study of the performance of TLS throughout the four-year period would have involved the collection and analysis of a great amount of data which is beyond the scope of the present paper. However, from the analysis of the statistical data collected and the comments submitted by the seven respondent librarians there is evidence to show that TLS' performance for the period under study has been under constant degeneration. Of the seven causes given for this decline three seem to have greatly contributed to the fall; namely:

(a) Sustained lack of suitable lending stock

(b) Lack of reading habits in the majority of our literate community, and

(c) Marked departure of the Asian and European communities.

And out of this situation two pertinent conclusions can be drawn. One, that out of the total bookfund of Shs. 4,457, 478/90 used during this period for purchase of stock a large part was spent on little used or completely useless material. The percentage of shelf-sitters and discarded stock in our libraries bears witness to this fact. And secondly, that traditional librarianship with all its "Each reader his book" rhetoric has been a thing for a very small percentage of the community. For the peasant majority it has remained no more a right than a mere peripheral dividend.

In conclusion then TLS' emergent leadership in Tanzania Librarianship appears not so much to have been a response to changed needs and technologies as such (for the majority of our community's needs have basically remained the same through the years) but rather a result of a short of a revolutionary reawakening and a search for adaptation to the real issues and situations at home. It had to respond to the general/ socio-political reawakening currently witnessed in the country or perish into the abyss of irrelevance. The foregoing survey further proves that the NATIS phenomenon is only a coincidence that materialized at the right time. With or without it TLS had to change, even if only to remain relevant. Thus, far from what our cynic colleagues think, the publication of TLS Act 1975 must surely be seen as a landmark that ended an era of delusion and launched a new and enterprising epoch in Tanzanian Librarianship. How we succeed in the future will primarily depend on how we succeed in realising this fact now.

FOOTNOTES.

1. Berry, P. National libraries. (Paper presented at the international Library Conference, Jamaica, April. 26 - 29, 1972.) p. 24

2. Tanzania Library Service Board Act, 1975.

3. Kvaa, M.K.S. The Tanzania Library scene since 1960 and the need for rationalization in the context of NATIS. (Paper presented to a Seminar of Tanzania Library Association, Dar es Salaam, January 1 - 6, 1978)

4. Ilomo, C.S. Books and Ujamaa. Tanzania Library Service: its problems and prospects. Dar es Salaam: TLS, 1976. p. 2

5. Tanzania Library Service Board. Book Selection policy statement.

6. Standards for public libraries, (In Bull. of ALA, Nov. 1933) and Minimum standards of service of public libraries of New York State. (University of the State of New York, State Education Dept.)

7. Ridley, C.E. & Simon, H.A. Measuring municipal activities: public Libraries. In Wasserman, P. & Bundy, M.L. Reader in library Administration. (Washington, 1968) pp. 168.

8. Good examples are the Standard catalog for public libraries, published in 8 separate sections by H.W. Wilson Co. of NY and later accumulated in one non-fiction volume in 1934, and ALA catalog, 1926: an annotated basic list of 10,000 books. Chicago: ALA, 1926. With supplements.

9. Tanzania Library Service. Minutes of the meeting of Regional Librarians, Headquarters Heads of Depts. and Professional Staff, Monday 24th October - Saturday 29th October, 1977. Agendum 7.

10. Adapted from Desprospo, E.R. The use of community analysis in the measurement process. In Library Trends, Jan. 1976.

11. Libraries surveyed were Education Libraries Dept. (Dar es Salaam), Bukoba, Iringa, Kibaha (Coast), Moshi, Mwanza and Tanga.

12. Actual size of decline was as follows: Tanga 26%, Iringa 25%, Moshi 23%, Bukoba 20%, Mwanza 18% Education Libraries Dept. 12%, Kibaha's was difficult to determine due to vague data.

13. Ilomo, C.S. op. cit. p. 7

14. _____. Facts and figures. Dar es Salaam: TLS, 1977.

15. Kaungamno, E.E. The role of school Libraries in Education. Cyclostiled paper.

16. _____. op. cit., and Nyalusi, G.P.J. School Mobile Library service in Tanzania, In preparation.

17. Tanzania Library Service. Printed in Tanzania, 1973. Dar es Salaam: TLS, 1976.

18. Iringa Library lost 627 valuable books in 1976/77 alone through thefts and non-returns.

19. Kaungamno, E.E. The National Documentation Centre. TLS Newsletter, Dar es Salaam, August 17th, 1977.

Appendix 1
Cumulative Issue

Category	1972/73	1973/74	1974/75	1975/76	Total
AF	57,567	55,744	47,949	36,512	197,772
ANF	93,353	80,062	77,151	52,929	303,495
JUV	128,716	114,078	90,560	82,645	415,999
SWAH	94,495	107,056	94,664	68,916	365,131
GEN	31,813	36,819	33,396	32,568	134,596
TOTAL	405,944	393,759	343,720	273,570	1,416,993

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Appendix II

Membership.

Registration

Category	1972/73	1973/74	1974/75	1975/76	TOTAL
Adults	3,879	5,248	4,584	3,251	16,962
Juniors	17,410	22,544	23,309	22,989	86,252
TOTAL	21,289	27,792	27,893	26,240	103,214

Cancellations

Category	1972/73	1973/74	1974/75	1975/76	Total
Adults	3,412	2,293	991	1,457	8,153
Juniors	3,083	4,907	5,069	2,127	15,186
TOTAL	6,495	7,200	6,060	3,584	23,339

Appendix III

Bookstock

Additions.

Category	1972/73	1973/74	1974/75	1975/76	Total
AF	1,820	1,481	2,491	845	6,637
ANF	5,076	3,299	5,689	2,190	16,254
JUN	3,150	2,786	2,943	1,976	10,855
SWAH	10,250	13,173	15,219	3,221	41,863
GUJ	254	509	98	1,578	2,439
TOTAL	20,550	21,248	26,440	9,810	78,048

Withdrawals.

Category	1972/73	1973/74	1974/75	1975/76	Total
AF	562	1,144	879	841	3,426
ANF	1,098	2,547	1,439	2,705	7,789
JUN	2,502	3,356	2,859	2,932	11,649
SWAH	1,883	5,352	3,012	4,794	15,041
GUJ	873	176	595	614	2,258
TOTAL	9,918	12,575	8,784	11,886	40,163

Appendix IV

Book fund in (Tsh)

Category	1972/73	1973/74	1974/75	1975/76	Total
AF	75,000.45	165,975.00	339,330.55	71,053.20	651,329.20
ANF	500,000.00	969,690.00	900,078.00	353,303.75	2,723,071.75
JUN	50,572.00	98,087.50	180,000.00	92,603.70	421,263.20
SWAH	44,000.00	87,170.00	150,000.00	117,744.00	398,914.00
GUJ	-	-	-	-	-
E	2,000.00	4,180.85	190,000.00	169.90	196,350.75
R	45,000.00	11,550.00	10,000.00	-	66,550.00
TOTAL	716,572.45	1,336,653.35	1,769,378.55	634,874.55	4,457,478.90

Appendix V

Rate of Educational growth (5 regions)

Category of Admissions	1972/73	1973/74	1974/75	1975/76	Total
Primary	257,780	289,069	333,883	399,4000	1,250,132
Post-Primary	1,148,632	1,188,796	1,237,107	1,214,398	4,789,933
TOTAL	1,406,412	1,477,865	1,510,990	1,613,798	6,040,065